



INTERNAL COMPLAINT PROCEDURE

- As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send it to **David Gilson** at the address below.

9-10 St Clements, Oxford OX4 1AB or email david@collegeandcounty.co.uk

- The grievance letter will be acknowledged promptly within three working days. We will then investigate in accordance with established "in-house" procedures and a reply sent to you within 15 working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to **Mark Crompton Smith** at the address below. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

9-10 St Clements, Oxford OX4 1AB

- Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
www.tpos.co.uk
01722 335 458
admin@tpos.co.uk

Or Arla
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
Warwickshire
CV34 6LG

There is a 12 month timescale for referring complaints to the Property Ombudsman.